14. VENDOR MONITORING 2
14.1 VENDOR MONITORING DIALOG 2

14. Vendor Monitoring

14.1 Vendor Monitoring Dialog

When a State WIC employee visits a Vendor site, many areas are observed and noted. Upon returning to the State Office, the employee documents the events of the visit and notes any violations that were observed. The Vendor Monitoring dialog allows the user to record the monitoring visit information in the Vendor Management system. Depending on the way the dialog is invoked, the controls may differ in "add" mode vs. "view" mode. The Vendor Monitoring dialog is invoked in response to the following user actions:

- Selection of the Routine Monitoring Visit event on the Events Dialog as described in Chapter 4 – Vendor Folder. The dialog will display in "add" mode.
- Selection of the New Vendor Authorization event on the Events Dialog as described in Chapter 4 – Vendor Folder. The dialog will display in "add" mode.
- Selection of the Monitoring Visit follow-up activity on the Follow-up Activities Dialog as described Chapter 4 – Vendor Folder. The dialog will display in "add" mode.
- Selection of the Detail button on the Event Log tab when a Routine Monitoring Visit event is selected as described in Chapter 4 – Vendor Folder. The dialog will display in "view" mode.
- Selection of the Detail button on the Event Log tab when a New Vendor Authorization event is selected as described in Chapter 4 – Vendor Folder. The dialog will display in "view" mode.
- Selection of the Detail button on the Event Log tab when a Monitoring Visit activity log is selected as described in Chapter 4 – Vendor Folder. The dialog will display in "view" mode.

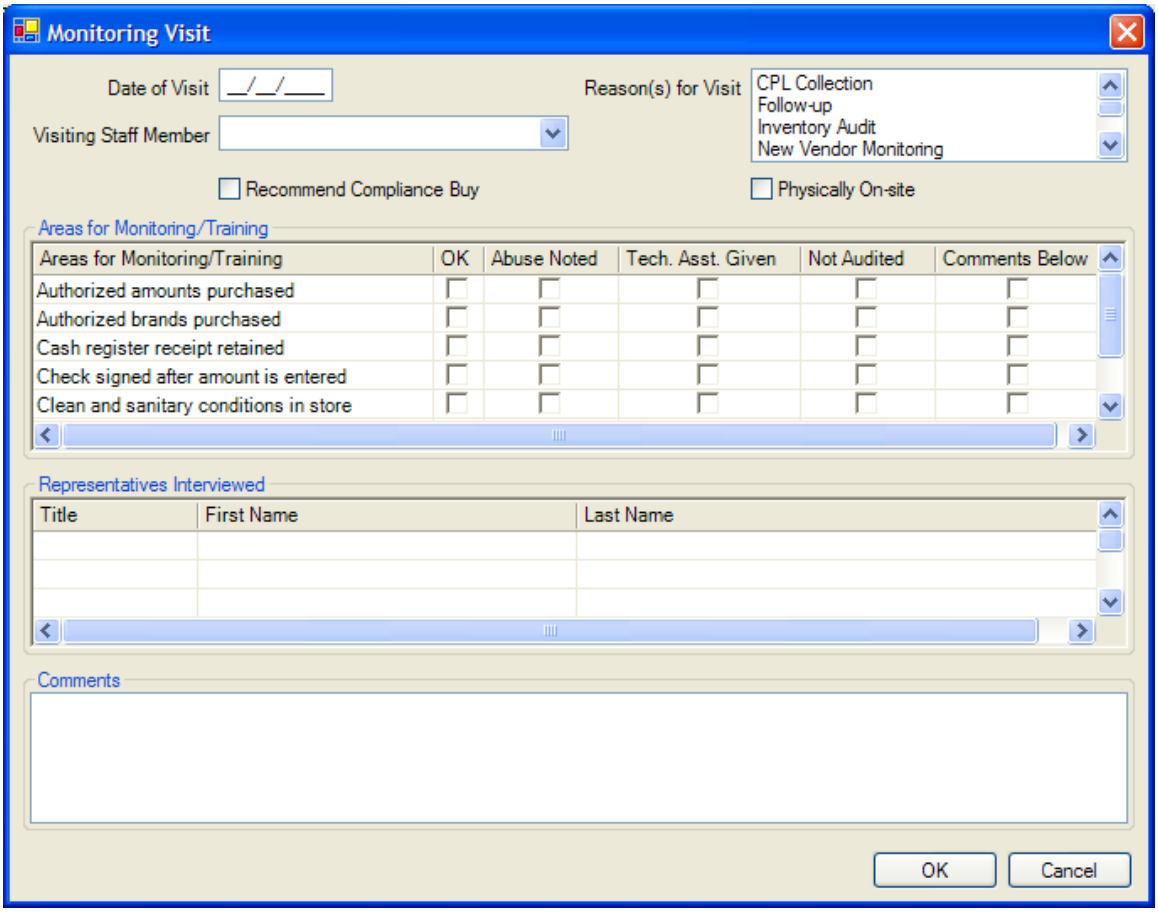

Figure 1 - Monitoring Visit Dialog (Add Mode)

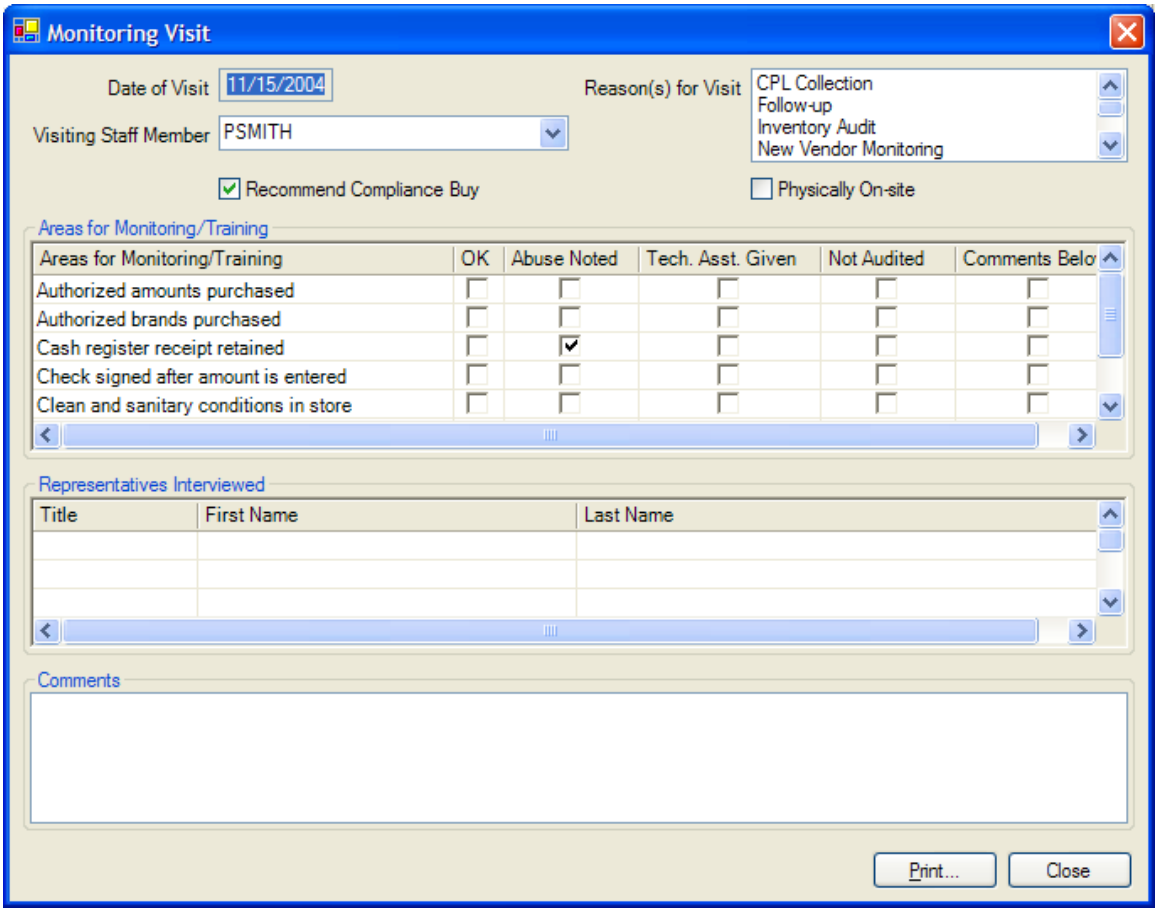

Figure 2 - Monitoring Visit Dialog (View Mode)

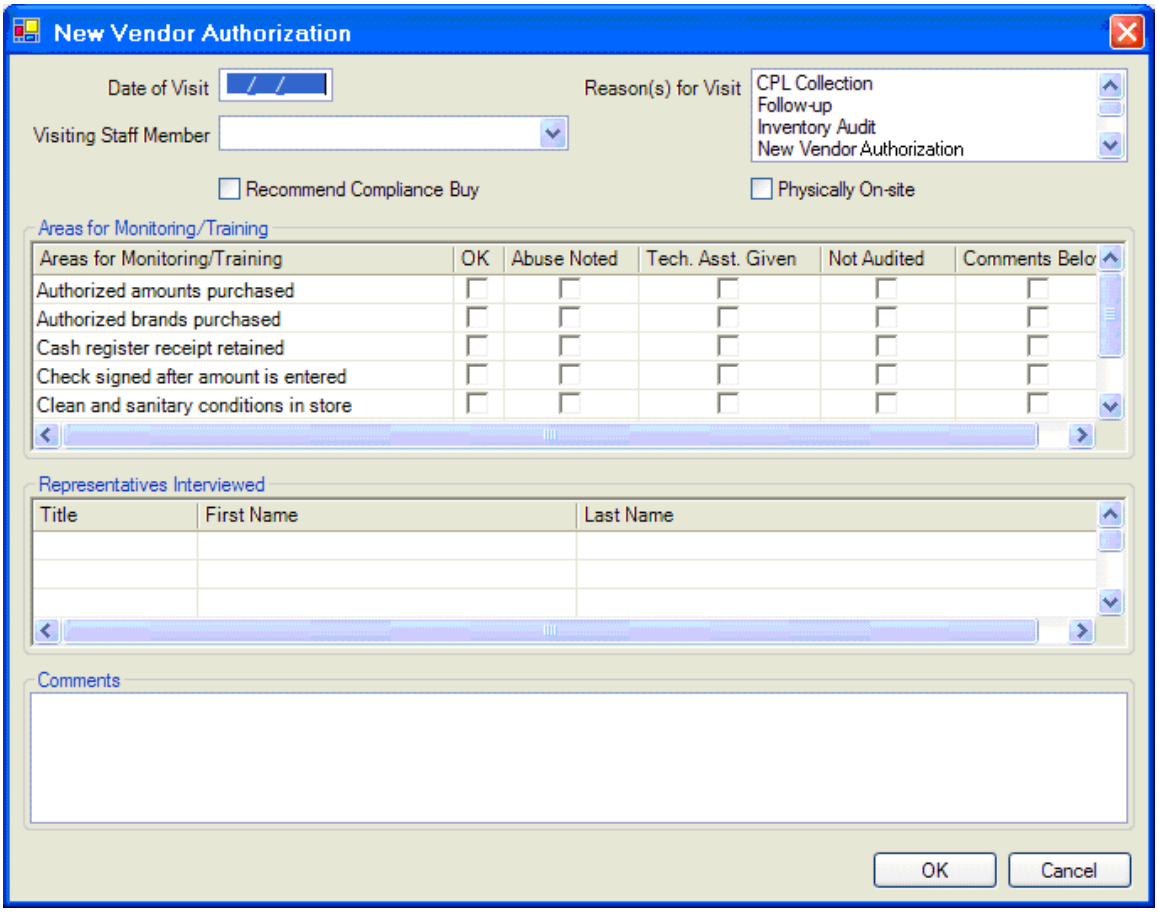

Figure 3 – New Vendor Authorization Dialog (Add Mode)

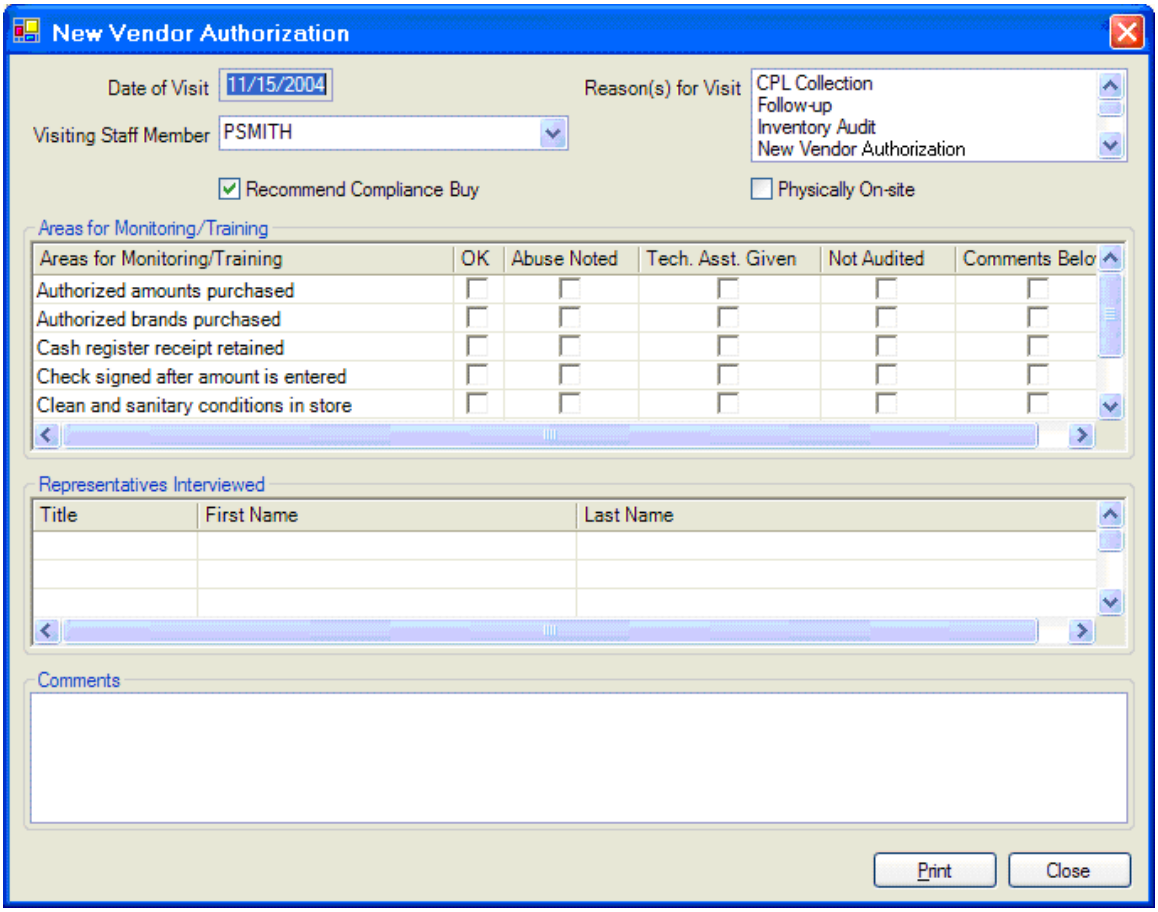

Figure 4 – New Vendor Authorization Dialog (View Mode)

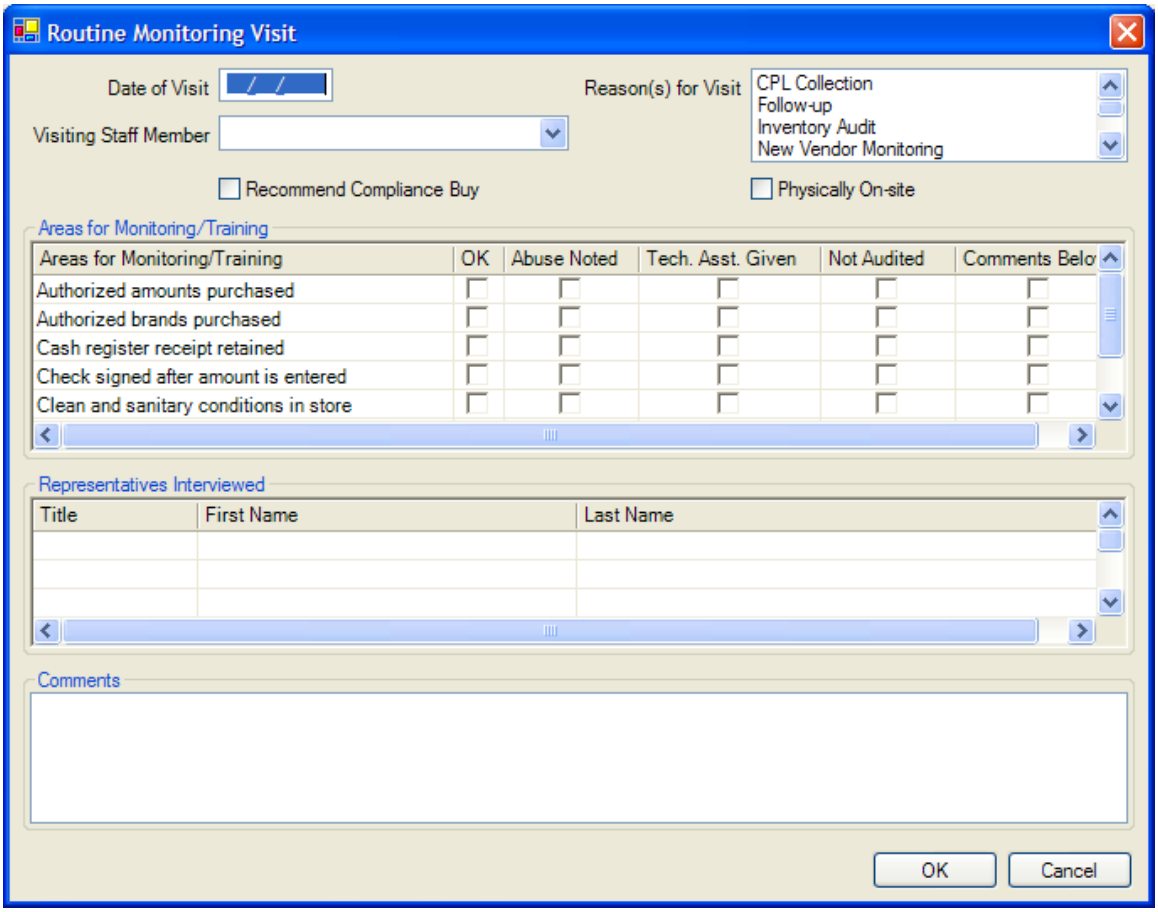

Figure 5 – Routine Monitoring Visit Dialog (Add Mode)

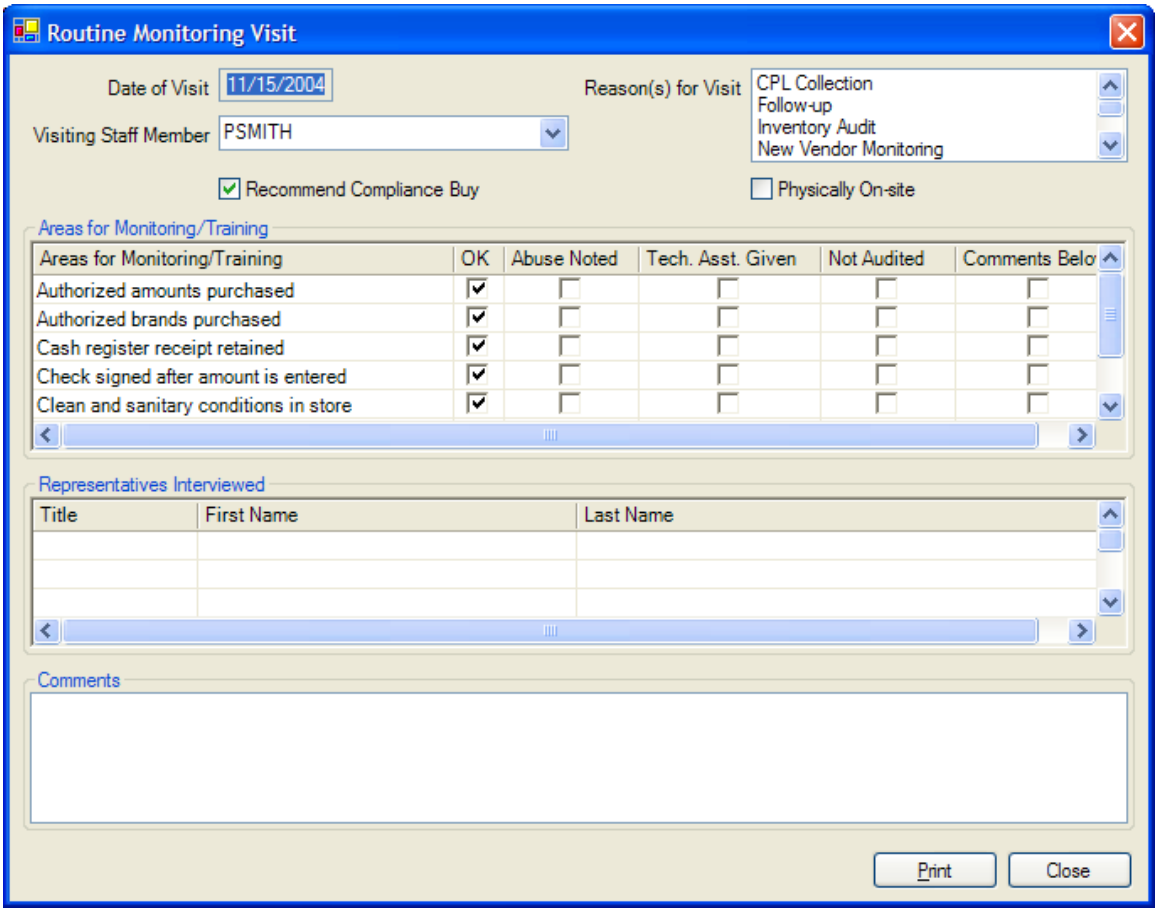

Figure 6 – Routine Monitoring Visit Dialog (View Mode)

14.1.1 Controls

This section describes the behavior of the controls on the Vendor Monitoring Dialog.

14.1.1.1 Date of Visit Masked Edit Box

This control allows the user to enter or view the date the visit occurred. The masked edit box will be enabled when the Vendor Monitoring dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry and is read only.

14.1.1.2 Visiting Staff Member Dropdown

This control allows the user to select or view the staff member who completed the visit. The dropdown will be enabled when the Vendor Monitoring dialog is active. It will be a read only drop down list. It is filled with a list of staff members from the STAFF-MEMBER entity, which are displayed in alphabetical order within the list. When working in "add" mode, the field will initially be blank. When working in "view" mode, the control is populated with the previously saved selection.

14.1.1.3 Reason(s) for Visit List Box

This control allows the user to select or view the reason(s) for the visit to the Vendor. The list box will be enabled when the Vendor Monitoring dialog is active. It is filled with a list of Vendor visit reasons from the Reference Database Table, which is displayed in alphabetical order within the list. This list allows multiple selections. When working in "add" mode, the field will initially be blank. When working in "view" mode, the control is populated with the previously saved selection.

14.1.1.4 Recommend Compliance Buy Check Box

This control allows the user to select if they believe a compliance buy should be preformed on the vendor. The check box will be enabled when the Vendor Monitoring dialog is active. It will default to not being checked.

14.1.1.5 Physically On-site Check Box

This control allows the user to select if they believe a compliance buy should be preformed on the vendor. The check box will be enabled when the Vendor Monitoring dialog is active. It will default to not being checked.

14.1.1.6 Areas for Monitoring/Training Grid

This control allows the user to select or view the areas of monitoring or training included in the visit and what was noted about each area. The grid will be enabled when the Vendor Monitoring dialog is active. The grid consists of six (6) columns and is identified as the following:

- Areas for Monitoring/Training
- OK
- Abuse Noted
- Technical Assistance Given (Tech. Asst. Given)
- Not Audited
- Comments Below

The Areas for Monitoring/Training column will be a read only text box, and will be filled with a list of monitoring and training areas from the "VIOLATIONTYPE" table under the category of "MONITORAREA", which are state defined. All other columns will have a check box. The user can select the columns that apply to what was noted during the visit. Navigation through the grid is accomplished with the use of the arrow keys. When working in “add” mode, the check boxes will initially be unchecked (blank). When working in “view” mode, the check boxes will be populated with a check if previously saved that way, otherwise, unchecked (blank). If the “Comments Below” check box is selected, one of the other columns within that Area for Monitoring/Training must also be selected and an entry is required in the Comments text box. Note: the “comment below” column is there to indicate there are remarks documented in the comment text box in regards to the particular area selected.

14.1.1.7 Representatives Interviewed Grid

This control allows the user to enter or view information about the representatives that were interviewed during the visit. This grid will be enabled when the Vendor Monitoring dialog is active. Navigation through the grid is accomplished through the use of the arrow keys. Navigation through the grid is accomplished with the use of the arrow keys. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry.

14.1.1.8 Title Text Box - Representatives Interviewed Grid (Title)

This control allows the user to enter or view the title of the representative. The text box will be enabled when the Vendor Monitoring dialog is active. The control accepts entry of alphanumeric characters; the alphabetic characters may be entered in upper or lower case. Special characters are allowed. The maximum size of the control will be twenty (20) characters. Navigation to the next cell or entry field is accomplished with the use of the arrow keys. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry.

14.1.1.9 First Name Text Box - Representatives Interviewed Grid (First Name)

This control allows the user to enter or view the first name of the representative. The text box will be enabled when the Vendor Monitoring Dialog is active. The control accepts entry of alphanumeric characters; the alphabetic characters may be entered in upper or lower case. Special characters are allowed. The maximum size of the control is twenty (20) characters. Navigation to the next cell or entry field is accomplished with the use of the arrow keys. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry.

14.1.1.10 Last Name Text Box - Representatives Interviewed Grid (Last Name)

This control allows the user to enter or view the last name of the representative. The text box will be enabled when the Vendor Monitoring dialog is active. The control accepts entry of alphanumeric characters; the alphabetic characters may be entered in upper or lower case. Special characters are allowed. The maximum size of the control is twenty-five (25) characters. Navigation to the next cell or entry field is accomplished through the use of the arrow keys. When working in "add" mode, the entry field will initially be blank. When working in "view" mode, the control is populated with the previously saved entry.

14.1.1.11 Comments Text Box

This control allows the user to enter or view comments that have been documented about the visit to the vendor. The text box will be enabled when the Vendor Monitoring dialog is active. The control accepts entry of alphanumeric characters. The maximum size of the control is four thousand (4,000) characters. As text is entered in this control, the information will word wrap to accommodate multiple lines of text. A vertical scroll bar is visible and enabled when the text reaches the bottom or last visible line of this control. Alphabetic characters may be entered in mixed case (upper and lower case). Special characters are permitted in the text box. When working in "add" mode, the fields will initially be blank. When working in "view" mode, the control is populated with the previously saved entry.

14.1.1.12 OK Button

This control allows the user to instruct the system to dismiss the Vendor Monitoring dialog and save the visit information. The OK button will be enabled when the Vendor Monitoring dialog is active in "'add" mode. Characteristics for the OK button are defined in *Consistencies*.

14.1.1.13 Cancel Button

This control allows the user to exit the Vendor Monitoring dialog without saving the visit information. The Cancel button will be enabled when the Vendor Monitoring dialog is active in "add" mode. Characteristics for the Cancel button are defined in *Consistencies*.

14.1.1.14 Print Button

This control allows the user to generate the Vendor Monitoring letter to be mailed. The Print button will be visible and enabled when the Vendor Monitoring dialog is active in "view" mode. It has a mnemonic of 'P'.

14.1.1.15 Close Button

This control allows the user to exit the Vendor Monitoring dialog. The Close button will be visible and enabled when the Vendor Monitoring dialog is active in "view" mode. Characteristics for the Close button are defined in *Consistencies*.

14.1.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Vendor Monitoring dialog.

14.1.2.1 Initializing the Interface

Upon the initial display of the dialog:

- When selecting the Routine Monitoring Visit Event the title bar text will be set to "Routine Monitoring Visit".
- When selecting the New Vendor Authorization Event the title bar text will be set to "New Vendor Authorization".
- When selecting the Monitoring Visit follow-up activity the title bar text will be set to "Monitoring Visit".
- In Add mode all fields and controls on this dialog default to blank.
- In View mode all fields display previously saved values as defined in the Data Map for this dialog
- In Add mode the OK and Cancel buttons are visible. The Close and Print buttons are not visible.
- In View mode the Close and Print buttons are visible. The OK and Cancel buttons are not visible

14.1.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in one of the following controls
    - Date of Visit Masked Edit Box

  the system will invoke a standard error message with the text "An entry is required for the <control label>."

- If a selection is not made in the following control

  - Visiting Staff Member Dropdown
  - Reason(s) for Visit List Box

  the system will invoke a standard error message with the text "A selection is required in the <control label>."

- If at least one selection is not made within the Areas for Monitoring/Training grid, the system will invoke a standard error message with the text "Each Area for Monitoring/Training must have a selection."
- If the Comments Below check box is selected within the Areas of Monitoring/Training grid and no comments are entered in the Comments Text Box, the system will invoke a standard message with the text "An entry is required for the Comments."
- If an invalid date has been entered in the following entry field
- Date of Visit Masked Edit Box
- the system will invoke the standard error message with the text "Invalid date entered."
- If the date entered is greater than the current system date in the following control
  - Date of Visit Masked Edit Box

  the system will invoke a standard error message with the text of "Date entered must be less than or equal to today's date."

14.1.2.3 Saving the Data

Upon successful completion of the above listed edits:

- The system will invoke the Send Letter dialog, as described in Chapter 20 – Send Letter, to generate a letter depending on the violations that resulted from the Vendor visit:
  - When no violations are found during the Vendor visit, the Send Letter dialog will generate the On-site Letter.
  - When one or more violations are found during the Vendor visit, the Send Letter Dialog will generate the On-site Warning Letter. The system will store each violation in the Violations entity for each violation with Abuse Noted checked.
- If any violations were checked in the Areas for Monitoring/Training grid:
  - The system will add a record in the FollowUpActivity entity for the Monitoring Visit and a separate record for each violation in the Violation entity. The violation is stored as defined for Violations described in Chapter 11 – Penalties Assessed.
  - The system will return to the Event Log of the Vendor Folder.

    - The Event Log tree will be refreshed. The Monitoring Visit will be displayed as an Event or Follow-up Activity (depending on how the dialog was invoked). The Violation(s) will be displayed as a follow-up activity to the Monitoring visit.
- If the dialog was invoked when the user selected the Routine Monitoring Visit event on the Events dialog:
    - The system will add a record in the Event entity for the Routine Monitoring Visit.
    - The system will return to the Event Log of the Vendor Folder.
    - The Event Log tree will be refreshed. The Routine Monitoring Visit will be displayed as an Event.
- If the dialog was invoked when the user selected the New Vendor Authorization event on the Events dialog:
    - The system will add a record in the Event entity for the New Vendor Authorization.
    - The system will return to the Event Log of the Vendor Folder.
    - The Event Log tree will be refreshed. The New Vendor Authorization will be displayed as an Event.
- If the dialog was invoked when the user selected the Monitoring Visit follow-up activity on the Follow-up Activities dialog:
    - The system will add a record in the Event entity for the Monitoring Visit.
    - The system will return to the Event Log of the Vendor Folder.
    - The Event Log tree will be refreshed. The Monitoring Visit will be displayed as a Follow-up Activity to the Event selected in the Event Log prior to invoking the dialog.

14.1.2.4 Cancel

Upon selection of the Cancel button, the system will return to the previous dialog/window

14.1.2.5 Close

Upon selection of the Close button, the system will return to the previous dialog/window.

14.1.2.6 Print

Upon selection of the Print button, the system will invoke the Send Letter dialog as described in Chapter 20 – Vendor Form Letters and generates the letter.

14.1.2.7 Data Map

Control Label	Entity	Attribute	Business Rule Applicable
A record is inserted in the MonitoringArea entity for each area displayed in the Areas for Monitoring/Training list. A record is inserted into the MonitoringVisitReason entity for each Reason(s) for Visit selected. A record is inserted into the InterviewedRep entity for each record entered in the Representatives Interviewed grid.			
Date of Visit	MonitoringVisit	VisitDate	
Recommend Compliance But	MonitoringVisit	RecommendCompBuy	
Physically On-Site	MonitoringVisit	PhysicallyOnSite	
Comments	MonitoringVisit	Comments	
Visiting Staff Member	MonitoringVisit	StaffID	
Reason(s) for Visit	MonitoringVisitReason	ReasonCode	
Areas for Monitoring/Training grid Areas for Monitoring/Training column	MonitoringArea	DescriptionCode	
Areas for Monitoring/Training grid OK column	MonitoringArea	ResultsOK	
Areas for Monitoring/Training grid Abuse Noted column	MonitoringArea	AbuseNoted	
Areas for Monitoring/Training grid Tech. Asst. Given column	MonitoringArea	TechnicalAssistance	
Areas for	MonitoringArea	NotAudited	

Monitoring/Training grid Not Audited column			
Areas for Monitoring/Training grid Comments Below column	MonitoringArea	SeeNotes	
Representatives Interviewed grid Title column	InterviewedRep	Title	
Not Audited First Name column	InterviewedRep	FirstName	
Not Audited Last Name column	InterviewedRep	LastName	